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Bib Data Sheet

CONFIRMATION NO. 9529

SERIAL NUMBER 09/766,175	FILING DATE 01/18/2001 RULE	CLASS 705	GROUP ART UNIT 2165	ATTORNEY DOCKET NO. CSCO-38240	
APPLICANTS Mark Buonanno, Sunnyvale, CA; Michael Swailes, Pleasanton, CA; Steve Quatrano, Lexington, MA; Jean Seo, Union City, CA; Chris Shenefield, Oakton, VA;					
** CONTINUING DATA ***** <i>PR</i>					
** FOREIGN APPLICATIONS ***** <i>PR</i>					
IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 03/05/2001					
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after Allowance Verified and Acknowledged <i>[Signature]</i> Examiner's Signature Initials		STATE OR COUNTRY CA	SHEETS DRAWING 5	TOTAL CLAIMS 28 24	INDEPENDENT CLAIMS 7
ADDRESS WAGNER, MURABITO & HAO LLP Third Floor Two North Market Street San Jose, CA 95113					
TITLE Proactive call and contact center system					
FILING FEE RECEIVED 1138	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		